Fiscal Year 2015-16 Information Technology Request

Human Services

Data Integration and Analysis Systems, Division of Community and Family Support

PROGRAM PLAN STATUS and OIT BEST PRACTICES

2016-014

Approved Program Plan?   N/A   **Date Approved:**

The department says it has engaged with the Governor's Office of Information Technology (OIT) since the project's inception. OIT staff have participated in the development of the conceptual framework, architecture, and budget development for the project. OIT has identified the project as a Major Information Technology Initiative. The department says the project will be overseen by OIT's Executive Governance Committee to ensure the project aligns with industry best practice and is consistent with OIT strategic direction. DHS says the project will align with OIT's enterprise health IT architecture model, which will allow OIT and DHS to create a single, comprehensive view of clients and to connect with other agencies and health information partners.

PRIORITY NUMBERS

Prioritized By	Priority	
DeptInst	4 of 6	
OSPB	8 of 10	Prioritized and recommended for funding.

PRIOR APPROPRIATION AND REQUEST INFORMATION

Fund Source	Prior Approp.	FY 2015-16	FY 2016-17	Future Requests	Total Cost
FF	$0	$436,000	$0	$0	$436,000
GF	$0	$1,200,949	$0	$0	$1,200,949
Total	$0	**$1,636,949**	$0	$0	$1,636,949

ITEMIZED COST INFORMATION

Cost Item	Prior Approp.	FY 2015-16	FY 2016-17	Future Requests	Total Cost
Land Acquisition	$0	$0	$0	$0	$0
Professional Services	$0	$1,500,452	$0	$0	$1,500,452
Construction	$0	$0	$0	$0	$0
Equipment	$0	$0	$0	$0	$0
Miscellaneous	$0	$0	$0	$0	$0
Contingency	$0	$0	$0	$0	$0
Software Acquisition	$0	$136,497	$0	$0	$136,497
Total	$0	**$1,636,949**	$0	$0	$1,636,949

PROJECT STATUS

This is a new, never-before requested project.

PROJECT DESCRIPTION / SCOPE OF WORK

The Department of Human Services (DHS) is requesting a combination of state funds and federal funds spending authority to develop data systems for the Division of Community and Family Support (DCFS). The department says the project will allow for the effective tracking of data at the child level and will integrate data across all Office of Early Childhood (OEC) programs. The project will provide an integrated system for seven programs within OEC, replace some existing systems, and complement the Trails system and the Child Care Automated Tracking System (CHATS). The project will also build upon the Early Intervention Database that is currently under construction and

Prepared by Legislative Council Staff

Page 1 of 3

integrate the Trails and CHATS systems, while eliminating the use of excel spreadsheets and access databases.

The department says the system integration project will allow DHS' data to be more easily accessed and analyzed while reducing the redundancy and time lost collecting the data from existing diverse systems. The new system would allow the data to be tracked at the child level rather than in an aggregated form, as is the current systems methodology. DHS says the project will allow it to more effectively identify positive outcomes for children, perform analyses with more reliable data, and measure progress on desired outcomes.

PROJECT JUSTIFICATION

According to the DHS, the department uses a data-driven approach to support decision making and to allocate resources. The department says the project will allow the existing diverse systems to be integrated into one system using a single database. The development of a new data and case management system by the Early Intervention Unit provides an opportunity for other programs within DCFS to be designed and built on the same platform. DHS says that the OEC was formed to foster unity between offices within DHS and to improve integration and delivery of early childhood services. The department says that OEC currently lacks the tools to collect and analyze data across the disparate programs and systems. Each program currently maintains their own data with no integration points from a technical or governance perspective. Many programs only have aggregate data or no data at all, as opposed to child level data, making it difficult for programs to effectively manage desired outcomes and performance-based contracts.

The department says the project will allow systems to be aligned with the needs assessment for seven DCFS programs. It will also integrate: Trails; CHATS; the Colorado Childcare Licensing System (CCCLS); and other systems being developed through the Race to the Top Grant, including the Quality Rating and Improvement System (QRIS) and the Professional Development Information System (PDIS). Furthermore, the department says an integrated data system will help bridge programmatic silos and improve efficiency within the department. DHS also says the project will allow the department to better understand the relative efficacy of each intervention, as analyses will be more apparent on both a program and department level. Such data will help provide better services to clients, develop policy, and direct resources to the mix of services most likely to achieve the desired outcomes.

Project Alternatives. The department says the only alternative is to continue operating the existing systems separately. The department also considered building the project incrementally as modules. However, the department says economies of scale due to licensing, independent verification and validation, and project management do not support an incremental approach.

PROGRAM INFORMATION AND IMPLEMENTATION PLAN

According to DHS, change management, training, and stakeholder involvement are included in the proposed project plan. System users and software licenses have been identified by the department. Users will be trained on external-facing interfaces as part of the overall implementation plan.

COST SAVINGS / IMPROVED PERFORMANCE OUTCOMES

According to the department, improved system performance is achieved in three ways. First, the new system will allow the production of more robust data for OEC to determine the degree of achievement as it relates to desired intervention outcomes, to identify the relative efficacy, and to estimate the relative return on investment of various programs. Second, the data will allow decision makers to make quicker, more informed decisions and react to changing circumstances. Third, the data will allow OEC to more effectively use C-Stat, the department's performance management system, to develop more meaningful performance metrics, track them, and rapidly respond to emerging trends.

SECURITY AND BACKUP / DISASTER RECOVERY

According to the department, this IT project will be subject to the onboarding and gating process established by OIT. The gating process includes a structured review of requirements, specifications, and deliverables. Part of the gating

process requires that projects meet a certain set of criteria before being allowed to move forward to the next stage, or "gate". Gate 4 includes security and recovery review, and the project will be required to meet all security and backup requirements before proceeding.

BUSINESS PROCESS ANALYSIS

According to the department, this project will build upon the platform for the Early Intervention Case Management System, currently in development. OIT and DHS have worked together to identify requirements and integration points with other departmental systems, including the Adult Protective Services Case Management System. The department says a common platform has been identified that has the capability to support shared data resources across the department. DHS believes that this data sharing may further integrate business processes.

PROJECT SCHEDULE

	Start Date	Completion Date
Contracting/RFP	July 2015	August 2015
Implementation	August 2015	May 2016
Equipment	N/A	N/A
Completion		May 2016

OPERATING BUDGET

The project has no projected impact on state operating costs in FY 2015-16. However, the department anticipates annual ongoing operating costs of $294,891 beginning in FY 2016-17 for software licences, e-signature licenses, and on-going maintenance and development. Of this amount, $78,000 is anticipated to be requested as federal funds spending authority and $216,891 from General Fund.

STAFF QUESTIONS AND ISSUES

1. Has federal funding for this project been secured?

Yes, the funding indicated has been determined to be allowable for the requested purpose, and available within the budget of the federal program.